

100 TYPICAL INTERNET NETWORK
CONFIGURATION

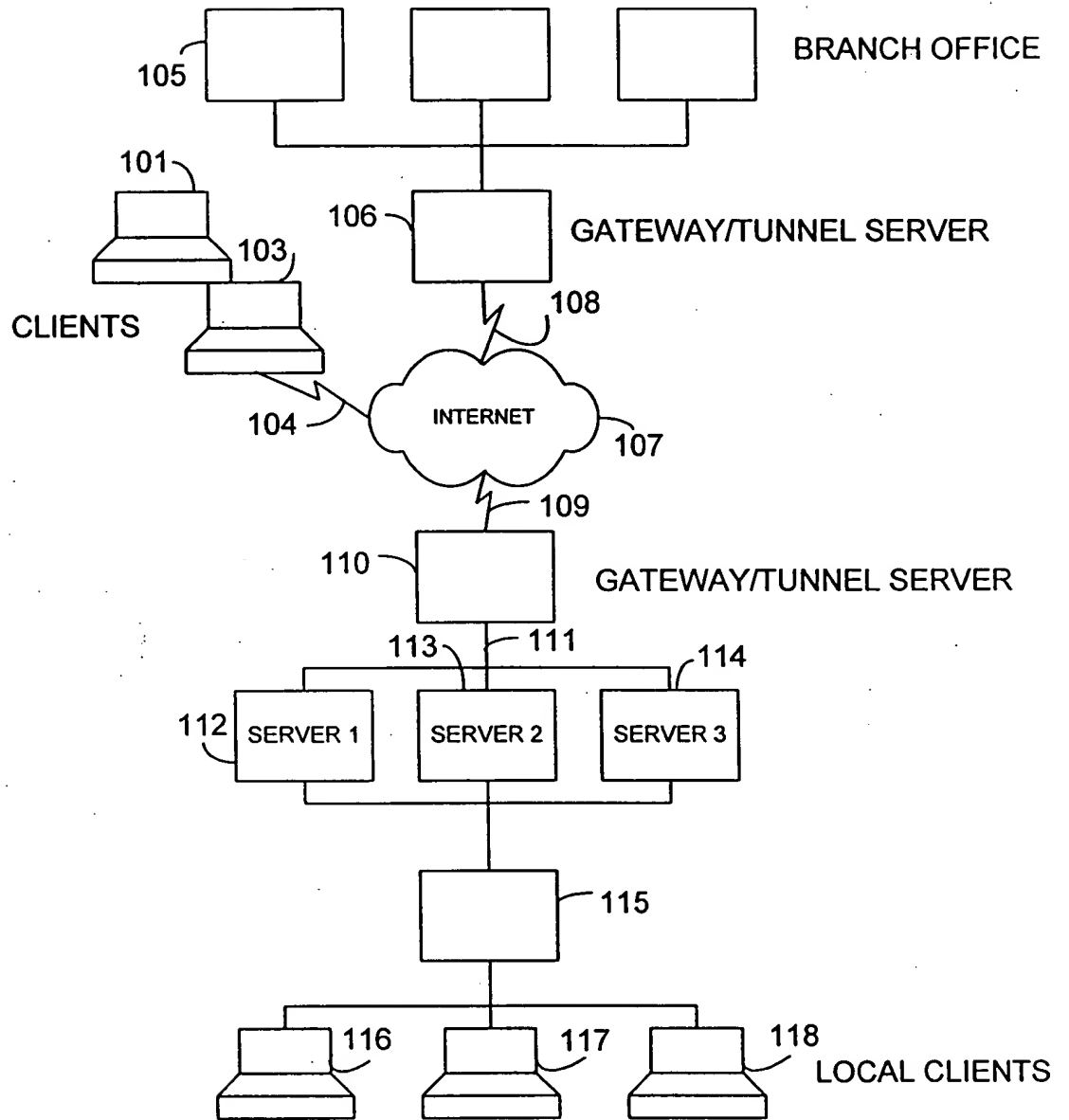


FIG. 1

200 TYPICAL GENERAL PURPOSE COMPUTER

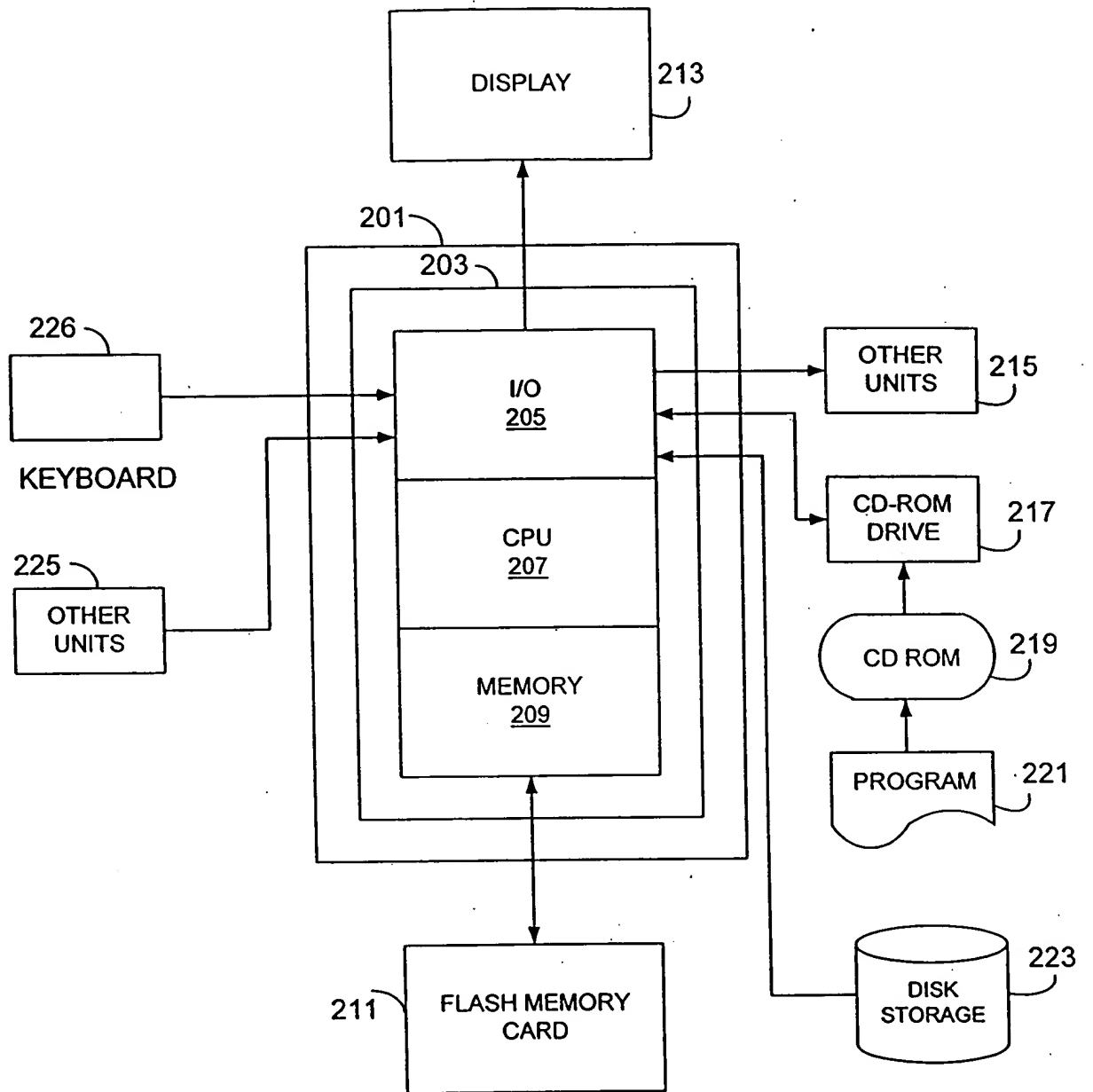


FIG. 2

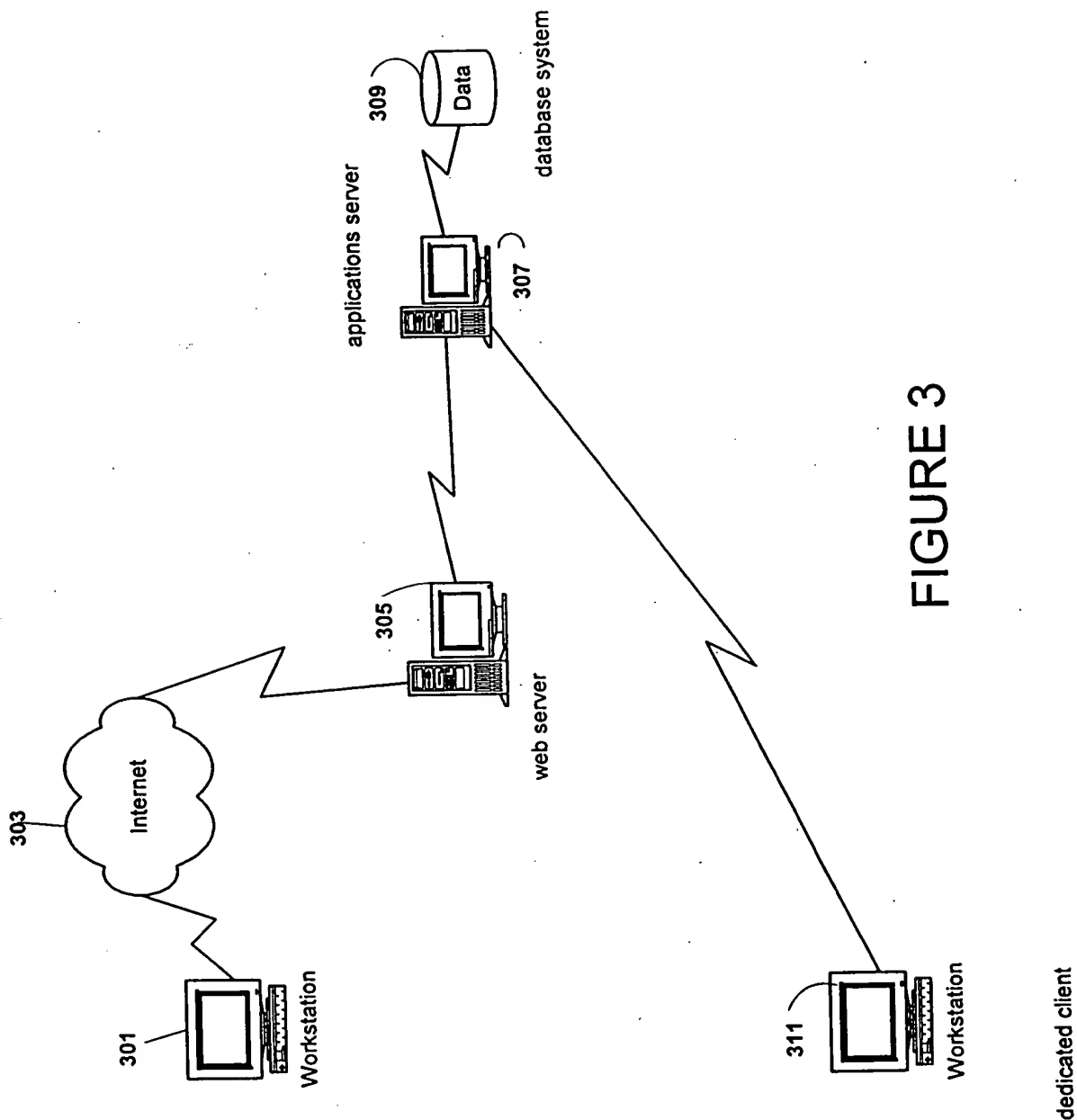


FIGURE 3

FIG. 4

400

403

401

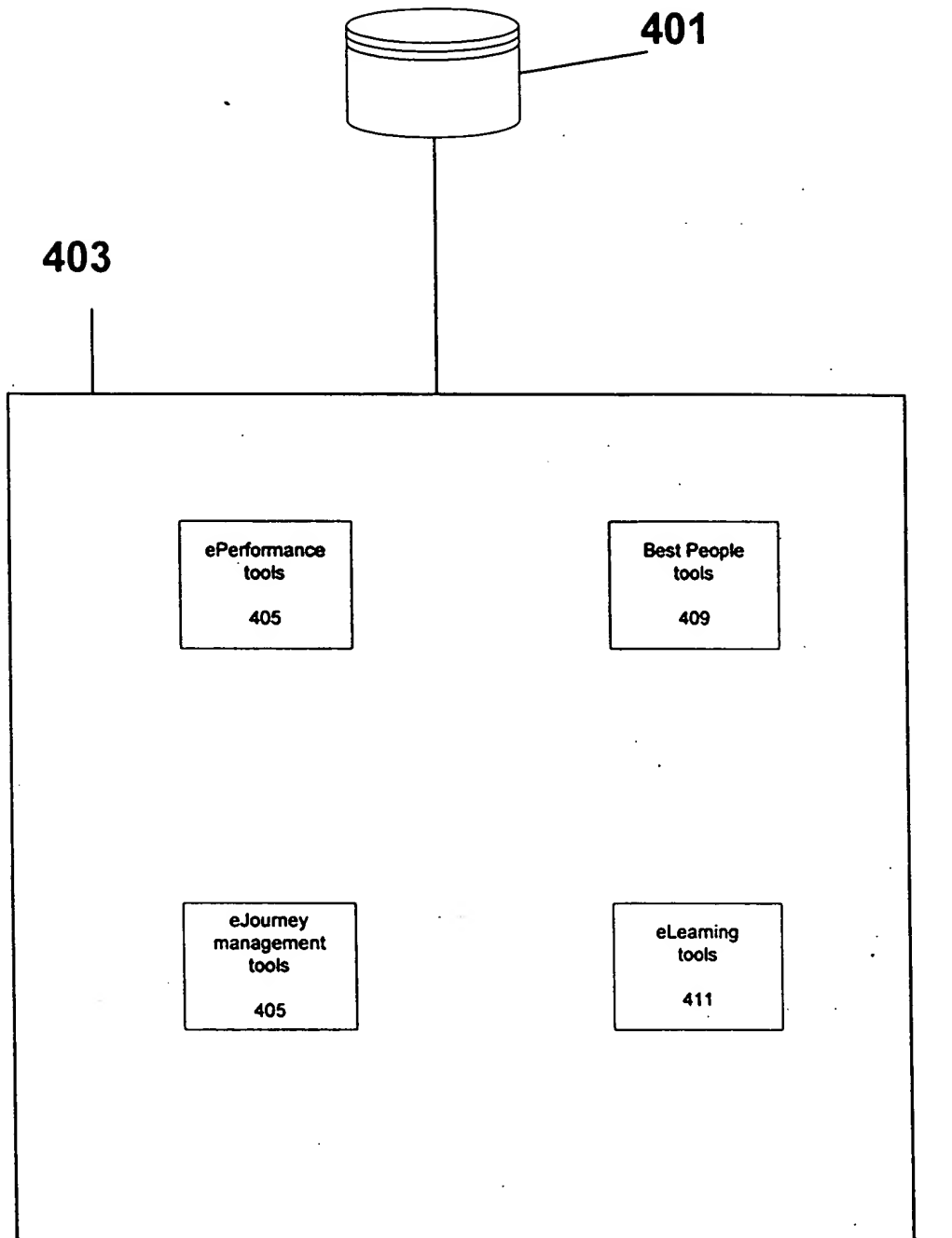


FIGURE 4

500

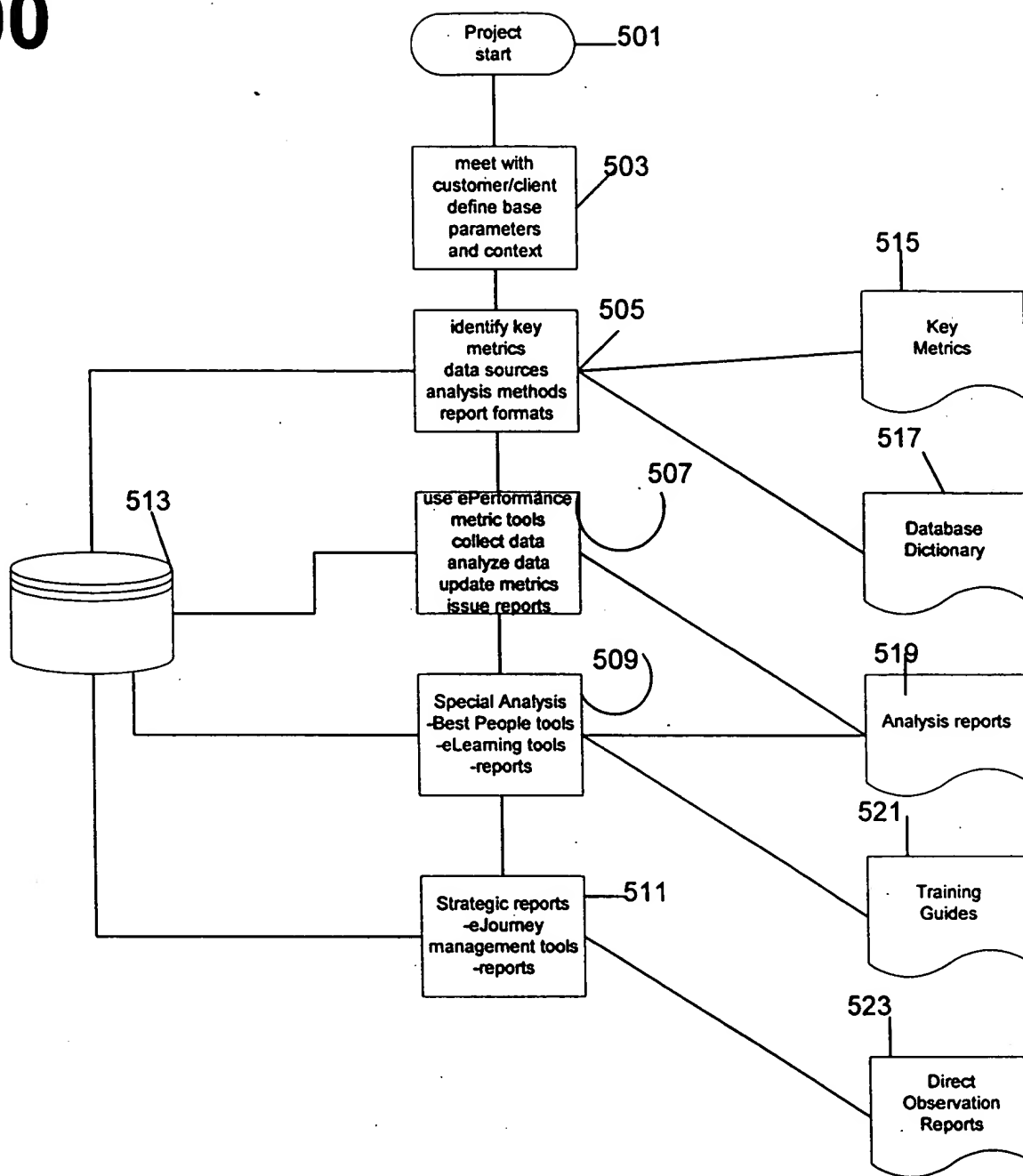


FIGURE 5

ePerformance Metrics for Clicks & Clicks Transformation

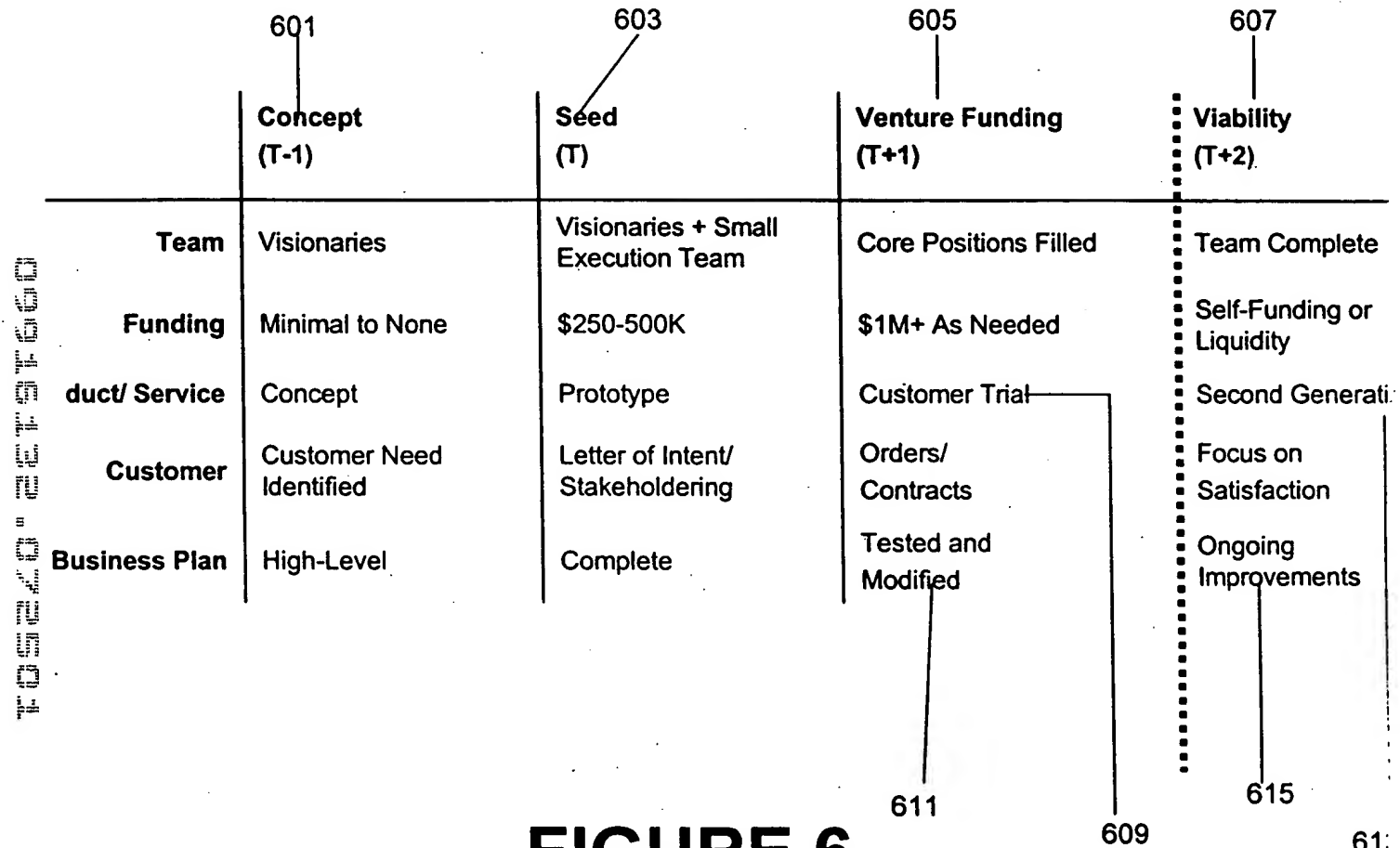



FIGURE 6



express41
update pro
virtual sun

DeploymentCentral.com

Welcome guest! Please select
a Deployment Central tool:

Knowledge

Executive Scorecard

Time for Data

Planning

Calendar

Workplans

Issues Log

Contributions

Accomplishments (S)






Feedback

Discussion Forum

Reports

Special Reports

try these featured tools:

				
703	705	707	709	711
713				

701

719

717

715

Learn a Little!

FIGURE 7

00016133 072501
T05270 22T9T60

	800
Knowledge	— 801
Executive Scorecard	— 803
Mine for Data	— 805
Planning	— 807
Calendar	— 809
Workplans	— 811
Issues Log	— 813
Contributions	— 815
Accomplishments (Status)	— 817
Feedback	— 819
Discussion Forum	— 821
Reports	— 823
Special Reports	— 825

FIGURE 8

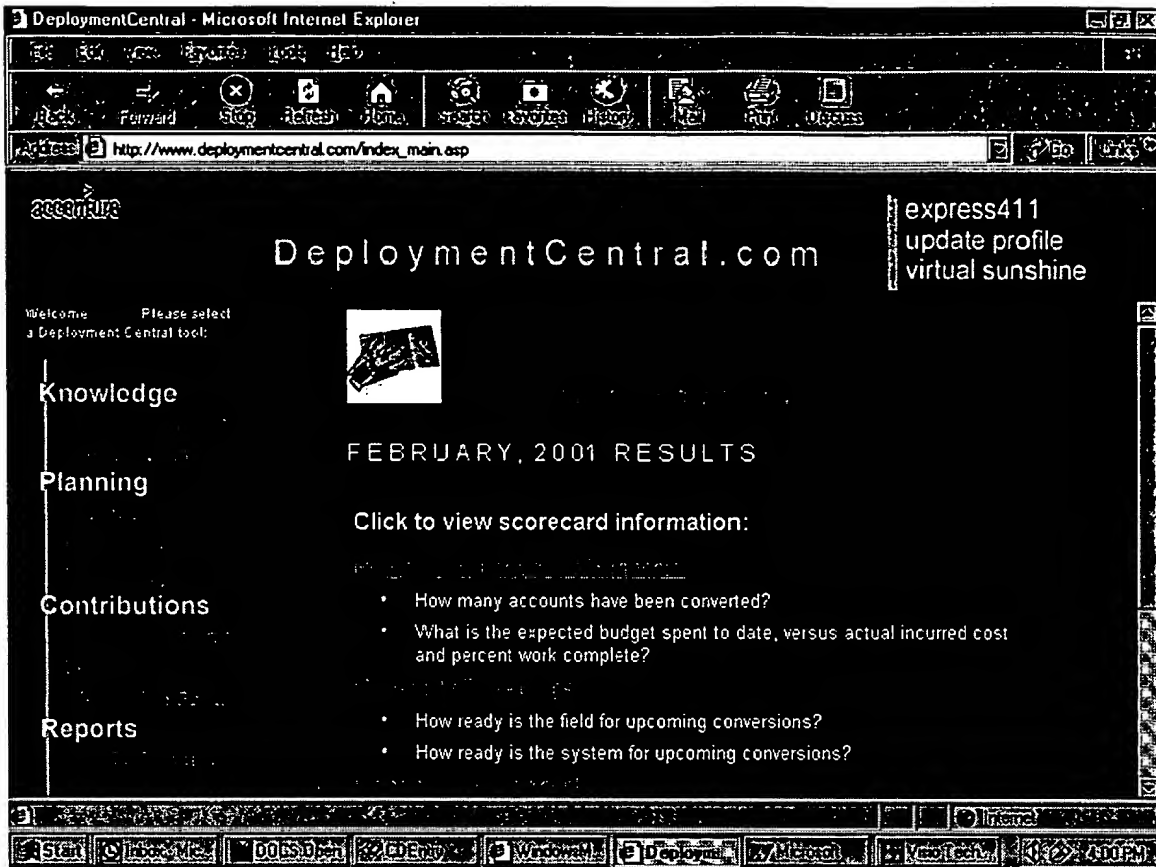


FIGURE 9



Executive Scorecard

FEBRUARY, 2001 RESULTS

1000

Click to view scorecard information:

Program Management / Financial-1001

- ◆ How many accounts have been converted?
- ◆ What is the expected budget spent to date, versus actual incurred cost and percent work complete?

Capability Development-1003

- ◆ How ready is the field for upcoming conversions?
- ◆ How ready is the system for upcoming conversions?

Capability Deployment – 1005

- ◆ Are we deploying the system as efficiently as possible, while minimizing disruption to the field?
- ◆ Are constituents satisfied?

Business Impact - 1007

- ◆ Are we realizing significant business benefits?

Issues - 1009

- ◆ What are the top issues?

FIGURE 10

FOR RELEASE

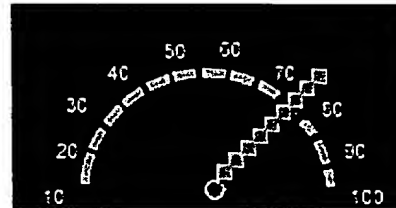
PM / Financial Metrics

How many accounts have been converted? 1101

STATUS: GREEN

1103

Percent BTNs Converted in MDVV

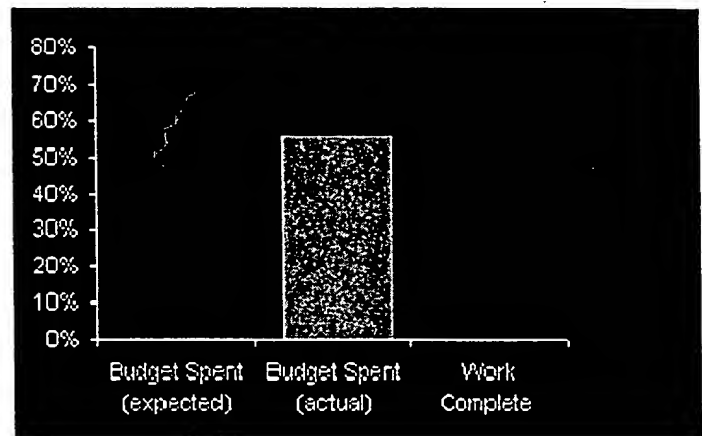


1102

1105
What is the expected budget spent to date, versus actual incurred cost and percent work complete?

STATUS: YELLOW

1107



1106

[Capability Development | Capability Deployment | Business Impact | Issues]

FIGURE 11

■ Capability Development

How ready is the field for upcoming conversions? ¹²⁰¹ STATUS: GREEN ¹²⁰³

¹²⁰⁹	BU1	BU2	BU3	
	North	North	North	GOAL
% Supervisors Trained	<X%	<X%	<X%	100%
% Reps Trained	<X%	<X%	<X%	100%
% Desktops Converted	TBD	TBD	TBD	100%

How ready is the system for upcoming conversions? ¹²⁰⁵ STATUS: GREEN — ¹²⁰⁷

¹²¹¹	BU1	BU2	BU3	
	North	North	North	GOAL
% Accounts Clean	TBD	TBD	TBD	N/A
% SO Error (pilot)	TBD	TBD	TBD	<5%
% Availability (pilot)	TBD	TBD	TBD	>99%
% Requirements Met	TBD	TBD	TBD	100%
GO / NO GO	GO	GO	GO	

[PM/Financial Metrics | Capability Deployment | Business Impact | Issues]

FIGURE 12

■ Capability Deployment

Are we deploying the system as efficiently as possible, while—1301
minimizing disruption to the field? STATUS: GREEN 1303

	BU1		BU2		BU3		1305
	South	North	South	North	South	North	
Conversion							1307
Success Rate	XX%	N/A	XX%	N/A	XX%	N/A	
IT Adherence to Weekend Conversion Schedule	High	N/A	High	N/A	High	N/A	
Morning-After Problems Reported by Call Centers	Low	N/A	Low	N/A	Low	N/A	
Post-Conversion Site Support							1309
Time to Exit	Limited support still on site	N/A	Limited support still on site	N/A	Limited support still on site	N/A	
Post-Conversion Call Center Metrics							1311
Contact Length (AHT)	XXX seconds (South avg)	N/A	N/A	N/A	N/A	N/A	
Service Level	XX% (South avg)	N/A	XX% (South avg)	N/A	N/A	N/A	

Are constituents satisfied?— 1313

	BU1		BU2		BU3	
	South	North	South	North	South	North
Field Directors	Constituents will be surveyed Q2 2001.					
Field Managers						
Reps						

[PM/Financial Metrics | Capability Development | Business Impact | Issues]

FIGURE 13

Business Impact

Are we realizing significant business benefits? **1401** STATUS: YELLOW — **1403**

	BU1		BU2		BU3		1404
	South	North	South	North	South	North	
Sales & Revenue in Converting States							1405
Revenue per Month	\$XXM (\$XXM goal not met)	no conversion activity	\$XXM (\$XXM goal met)	no conversion activity	Not Available	no conversion activity	
Service Order Accuracy in Converting States							1407
System Error Rate	X%	no conversion activity	X%	no conversion activity	X%	no conversion activity	
Customer Satisfaction							1409
Request & Inquiry	NOV/DEC State 1: XX (XX goal not met) State 2: XX (XX goal met) State 3: XX (XX goal not met) State 4: XX (XX goal met)	no conversion activity	NOV/DEC State 1: XX (XX goal met) States 2&3: XX (XX goal not met)	no conversion activity	4Q 2000 COMPOSITE Region 1: XX Region 2: XX (XX goal met)	no conversion activity	
POTS Provisioning	NOV/DEC State 1/State 2: XX (XX goal not met) State 3: 87.5 (83.3 goal met)	no conversion activity	NOV/DEC State 1/State 2: XX (XX goal not met) Stat 3: XX (XX goal met)	no conversion activity		no conversion activity	

FIGURE 14

1401 1403 1404 1405 1407 1409

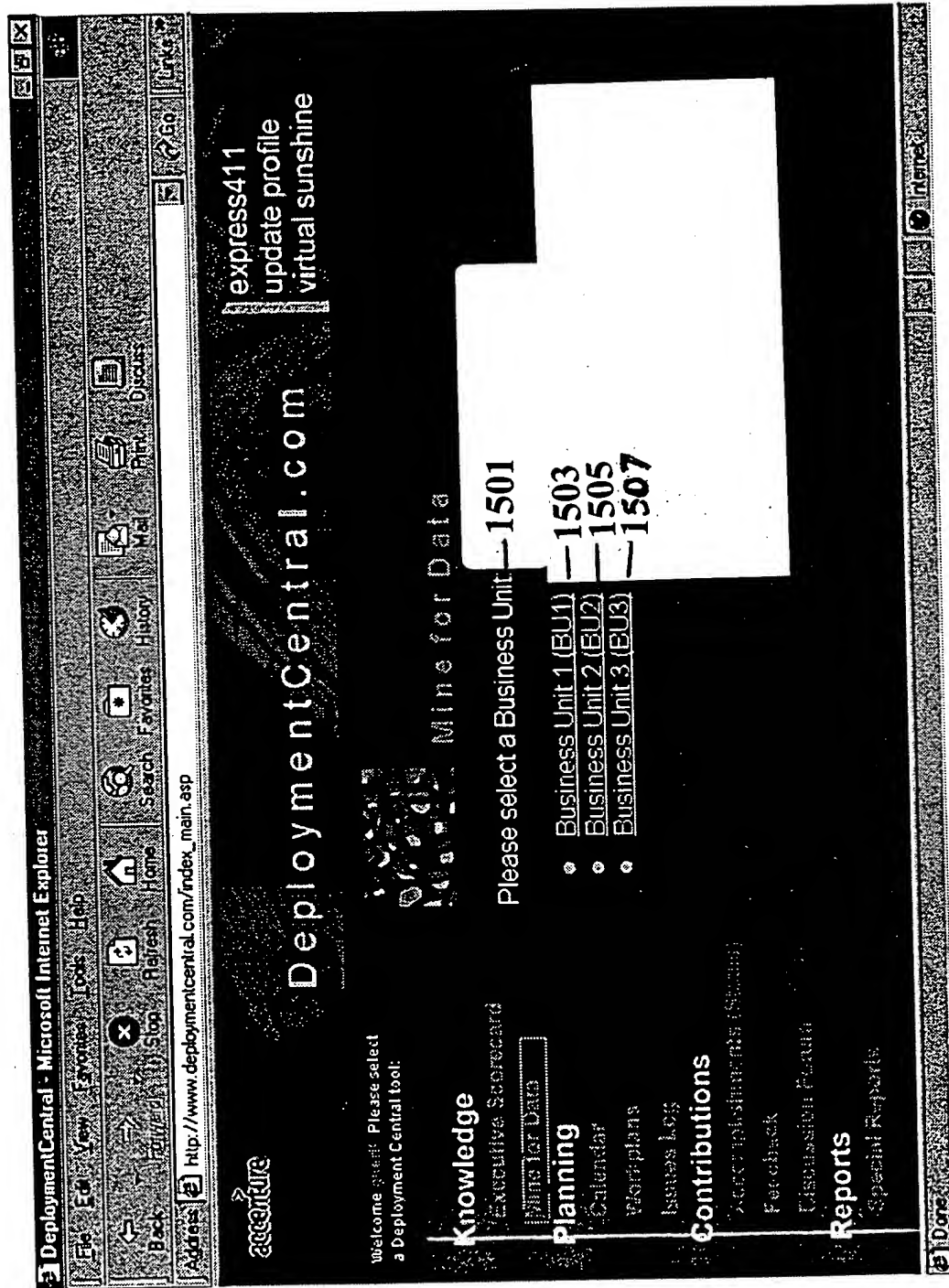
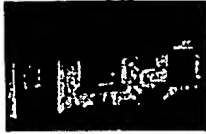


FIGURE 15



Business Unit One (BU1)

Please select a metric category:

Call Center Metrics -1601

Customer Satisfaction -1605

Sales -1603

Mine Another Line:

[Business Unit Two | Business Unit Three] -1607

FIGURE 16

FOR 2020 RELEASE

090423.07401
FOUO "SECRET"

DeploymentCentral - Microsoft Internet Explorer

http://www.deploymentcentral.com/index_main.asp

accature

DeploymentCentral.com

Welcome Please select a Deployment Central tool:

Knowledge

Planning

Contributions

Metric Category: BU1 Customer Satisfaction

Start Date: 1/31/00

End Date: 1/31/00

State: West

Click here to calculate mean:

Submit Reset

FIGURE 17

Metric Category: BU1 Call Center Metrics

Download your file here

End Date	State	Service Level	Average Spd of Answer (sec)	Offered Calls	Avg % Adherence	Avg % Occupancy	Forecast Deviation
1/31/00	AZ	0.5	73	2694	0.553	0.976	0.115
2/29/00	AZ	0.98	43	2810	0.659	0.947	0.131
3/31/00	AZ	0.67	35	2677	0.738	0.852	0.092
4/28/00	AZ	0.902	8	2651	0.84	0.758	0.095
5/31/00	AZ	0.8	6	2692	0.846	0.765	0.053
6/30/00	AZ	0.76	5	2629	0.86	0.765	0.053
7/31/00	AZ	0.1	6	2615	0.855	0.789	-0.012
8/31/00	AZ	0.56	57	2060	0.612	0.797	0.386
9/29/00	AZ	0.853	10	2895	0.874	0.793	-0.002
10/31/00	AZ	0.905	7	2802	0.873	0.761	0.03
11/30/00	AZ	0.8	7	2746	0.86	0.825	0.006

FIGURE 18

094310 02504

Metric Category: BU1 Customer Satisfaction

Download your file here

End Date	State	Local	Long Distance
1/31/00	West	0.709	0.638
2/29/00	West	0.706	0.623

FIGURE 19

Metric Category: BU1 Sales

Start Date: 1/31/00 ☒ 2001

End Date: 1/31/00 ☒ 2003

State: AZ ☒ 2005

Click here to calculate mean: ☐ 2007

FIGURE 20

0004533.07501
T05240.225700

Metric Category: BU1 Sales

Download your file here

End Date	State	MTD Goal	System Revenue	Percent Attained of Objective
1/31/00	AZ	4020759	3379770	0.8406
2/29/00	AZ	2989259	2682387	0.8973
3/31/00	AZ	3028901	2287889	0.7554

FIGURE 21

FOR 2000-2001

Centralized Deployment Calendar

Your header goes here

Navigate: 2000 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec 2002

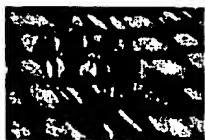
May 2001

Monday		Tuesday		Wednesday		Thursday		Friday	
30	Apr	1	May	2		3		4	
7		8		9		10		11	
14		15		16		17		18	
21		22		23		24		25	
28		29		30		31		1	Jun

Display: Year Month Week Day Block List Condensed Abs Slide Calendars: Search
 Add Events: Daily Duration Periodic Administer: This Calendar

Calendars Net
 free online interactive web calendars

FIGURE 23



During the first quarter of 2001, new functionality will be added to this site using Microsoft Project Central. This tool will enable users to view and edit workplans online. To learn more about Project Central, click the link below.

- Microsoft Project Central

FIGURE 24

[illegible]



Issues Log

What do you want to do?

- Enter New Issue ~~2501~~
- View Existing Issues ~~2503~~
- Close Issue ~~2505~~

FIGURE 25

[View Existing Issues | Close Issue]

Enter a New Issue

Please enter new issues one at a time (all fields are mandatory):

Risk/issue description:	<div></div>
Issue resolution target date:	<div></div> – mm/dd/yy
Assign an issue owner:	First Name <div></div> Last Name <div></div>
Priority:	<input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High

NOTE: You will be automatically listed as the person who logged this issue. Only you will be able to close this issue.

FIGURE 26

[Enter a New Issue | Close Issue]

■ View Existing Issues

To view existing issues, please select priority and status. If you wish to change the status of an issue, make note of the issue number and click here.

Priority: — 2701

Status: — 2703

— 2705

Database Results Error

— 2707
[Microsoft][ODBC Microsoft Access Driver] Could not find file '(unknown)'.
One or more form fields were empty. You should provide default values for all
form fields that are used in the query.

FIGURE 27

[Enter a New Issue | View Existing Issues]

■ Close Issue

If an issue is completely resolved, you may update its status here. An issue can only be closed by the person who logged it. Enter the issue number to proceed. If you do not know the issue number, click [here](#) to search for it.

Issue Number:

Close Issue

FIGURE 28



Accomplishments (Status)

What would you like to do?

- Submit Accomplishments —2901
- View Accomplishments —2903

FIGURE 29



Weekly Accomplishments

Please enter accomplishments (one at a time):

Team: 3001

Week Ending: 3003

Accomplishment: 3005

Planned Finish Date: 3007
- mm/dd/yy

Modified Finish Date: 3009
- mm/dd/yy

Status: 3011

3013

[View Accomplishment Reports](#) 3015

FIGURE 30



View Weekly Accomplishments

Week Ending 3101

Team 3103

3105

3107

Team	Accomplishment	Completion Date (expected)	Completion Date (modified or actual)	Status
No records returned.				

FIGURE 31

FOUO - 031501



Feedback

Tell us what you think about our web site or anything else that comes to mind. We welcome all of your comments and suggestions!

What kind of comment would you like to send?

- ☐ Complaint
- ☐ Problem
- ☐ Suggestion
- ☐ Praise

- ☐ Submit Joke to "Laugh a Little"
- ☐ Submit Idea to "Live a Little!"

Please Select a Category:

Nothing Selected

Please enter your comments:

Tell us how to get in touch with you:

Name

E-mail

Phone

Other

☐ Please contact me as soon as possible regarding this matter.

Submit Comments

Clear Form

FIGURE 32



Discussion Forum

What's on your mind?

Submit Comments

Clear Comments

After you submit your comments, you will need to reload this page with your browser in order to see your additions to the log.

Remote User:

Comments

When should the next team dinner be?

Comments

maybe next monday?

Comments

FIGURE 33



The Learning Center

Expand your industry acumen with these online resources. **Learn a Little!**

Telecommunications

- Weekly Telecom News Bulletin
- Communications News Online Edition
- TelecomClick.com: Telephony Magazine Online

Customer Relationship Management

- CRMDaily.com

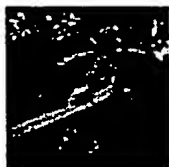
Web-Based Course Sites

- Free Education on the Internet
- FreeSkills.com
- Blackboard.com



Have an idea or need help?

FIGURE 34



The Balanced Lifestyle...

...and other sources of FUN!

What? You say you want a life outside of the office?
Deployment Central is pleased to offer several practical
alternatives to work. **Live a Little!**

3501



3503



3505



3507



Submit an Idea

FIGURE 35

Deployment Central